



Job Title	Golf Courses Division Manager	FLSA Status	Exempt
Band	MGR	Probationary Period	12 Months
Zone	4	Job Code	16520

Class Specification – Golf Courses Division Manager

Summary Statement:

The purpose of this position is to manage the operation, maintenance, and concession contracts of the Golf Enterprises, ensuring high quality playing conditions and customer service. This is accomplished by creating and managing revenue and expense budgets; analyzing spending patterns; coordinating with superintendent and staff; managing capital construction projects; creating marketing and advertising programs; ensuring compliance with applicable city, state, and federal policies and procedures; providing customer service; and overseeing and managing contract compliance.

Essential Functions	Note: Regular attendance in the performance of this job is an essential function.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
50%	Plans and oversees the operations of the division by analyzing spending and revenue trends; evaluates economic and business impacts; prioritizes capital and operational spending; designs advertisements and promotions; negotiates and reviews contractual requirements; corresponds and coordinates with concessionaires and City staff to market and provide service to customers; trains staff to ensure compliance with all city, state, federal, and environmental policies and procedures; motivates employees; monitors and manages performance plans; and provides direct and indirect supervision of staff.
25%	Provides customer service by working with customers to resolve golf course concerns; coordinates capital improvement projects and communicates developments to customers; evaluates golf course conditions; answers questions and inquiries in a timely manner; and implements turf maintenance strategies to accommodate customer needs.
25%	Performs administrative and miscellaneous duties by providing various methods of correspondence; researches problems and implements solutions; follows up with individuals or groups; keeps records on a variety of topics; takes appropriate action on a wide variety and volume of City e-mails and directives; and works with the public on answering questions regarding golf operations, donation requests, and tournament planning.



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Competencies Required:

Human Collaboration Skills: Communications are highly sophisticated and involve final decisions or recommendations regarding policy development and implementation. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurements. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Advanced - Ability to write editorials, journals, speeches, manuals, and/or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required: Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in public administration, recreation administration, or a related field.

Experience: Five years of full-time responsible golf course program management experience including two years of administrative and supervisory responsibility.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised: Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received: Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.



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Fiscal Responsibility: This job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures.

Physical Demands:

Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Several Times per Month
Wetness and Humidity	Several Times per Month
Respiratory Hazards	Several Times per Month
Noise and Vibrations	Several Times per Month
Physical Hazards	Seasonally
Mechanical and/or Electrical Hazards	Occasionally
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, vehicle, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office, active network point of sale, and tee sheet.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: September 2014